

This bulletin replaces and supersedes the bulletin dated March 5, 2002

EMPLOYMENT PROGRAM REPRESENTATIVE DISABILITY INSURANCE PROGRAM REPRESENTATIVE

OPEN EXAMINATION CONTINUOUS TESTING

CALIFORNIA STATE GOVERNMENT - AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, OR SEXUAL ORIENTATION.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

DEPARTMENTAL OPEN FOR

THE EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD).

WHO MAY APPLY

Persons who meet the minimum qualifications as stated in this bulletin may apply.

POSITIONS EXIST

Positions exist statewide in the Job Service Branch, Unemployment Insurance Branch and Disability Insurance Branch offices.

POSITION DESCRIPTION

JOB SERVICE (JS)

The Employment Program Representative (EPR) in JS promotes self-service employment services for employers, job seekers, and partner organizations, as well as assistance in providing these employment related services. The EPR contacts employers to identify and list available jobs, and to promote and market EDD's services such as the automated labor exchange systems, placement services, the one-stop career center resources, and other specific programs. The EPR manages and/or assists job seekers in meeting their employment goals or refers customers to partner resources. An EPR will be expected to perform these duties utilizing a personal computer while providing services in person or by telephone. The EPR may provide services in community organizations or other government sites.

UNEMPLOYMENT INSURANCE (UI)

The EPR in UI assists customers in filing UI benefit claims. The EPR independently reviews, investigates, determines, and authorizes whether an individual is eligible or ineligible to receive UI benefits in accordance with UI laws, rules, regulations, and procedures. An EPR informs customers and employers of their rights and responsibilities under the UI program. These services are provided by telephone in a non-public, automated environment that includes the use of automated data systems.

DISABILITY INSURANCE (DI)

The Disability Insurance Program Representative (DIPR) performs their work in either a Claims Processing Office, managing a caseload or in a Customer Service Center. The DIPR independently reviews, investigates, determines, and informs the customer whether they are eligible to receive DI benefits and the duration of their claim in accordance with DI laws, rules, regulations, policies, and procedures. The DIPR discusses claim information and program requirements with customers and the public in an automated phone environment that includes the use of automated data systems.

SEE PAGE 2 FOR ADDITIONAL INFORMATION

SALARY RANGE **\$2507 - \$3788 per month (\$14.46 - \$21.85 per hour)**

Positions in these classes are filled on a Permanent Full-time and Permanent Intermittent (PI) basis. PI employees are hourly-rate employees and may work less than full-time. Schedules vary based on workload demands and the needs of the hiring office.

CONTINUOUS TESTING
FINAL FILE DATE

Testing will be continuous and will be administered on a semi-annual basis or as the needs of the department warrant.

- NOVEMBER 14, 2002
 - MAY 15, 2003
 - NOVEMBER 13, 2003
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WRITTEN EXAM DATE

The written exams are anticipated to be administered on:

- FEBRUARY 1, 2003
 - AUGUST 2, 2003
 - JANUARY 31, 2004
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HOW TO APPLY

To apply for these examinations, submit a completed "Examination and/or Employment Application," STD. 678 (REV.12/2001) postmarked by the final filing date. Applications postmarked after the final filing date will be kept on file until the next examination administration. Applications not sent through the U.S. Postal Service (i.e. hand carried to the Human Resource Services Division) must be received by 5:00 on the final filing date. The use of EDD metered mail, including interoffice mail (e.g. red or gold bag), and faxed applications are prohibited.

SUBMIT YOUR APPLICATION BY MAIL TO:

EMPLOYMENT DEVELOPMENT DEPARTMENT
HUMAN RESOURCE SERVICES DIV., MIC 54
ATTENTION: EPR/DIPR EXAM
P.O. BOX 826880
SACRAMENTO, CA 94280-0001

SUBMIT YOUR APPLICATION IN PERSON AT:

751 N Street, 6th Floor Solar Building in Sacramento. To gain access to the Solar Building, you must enter at 722 Capital Mall and sign-in at the security desk.

DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD

SPECIAL TESTING
ARRANGEMENTS

If you need special testing arrangements, please mark box 2 and/or 3 on page 1 of the Examination and/or Employment Application, STD.678 (REV 12/2001). You will be contacted to make specific arrangements.

APPLICATION COMPLETION

The "Examination and/or Employment Application, STD-678 (REV 12/2001)" is available at local EDD offices, the State Personnel Board, and can be accessed on the Internet at www.spb.ca.gov/jobsgen/formsrd.cfm.

When completing your application, please consider the following:

- Applicants should file one application for both examinations.
- The examination for both classifications is the same, therefore applicants that submit an application indicating only one examination, will be admitted into both examinations. During the written test administration, candidates will have the option to select their classification preference.
- If your application is accepted, you will be scheduled to take the exam at the nearest facility to your home address.
- Some positions in the EPR and DIPR class require fluency in both English and a second language in order to facilitate communication with customers. Individuals interested in applying for bilingual positions must identify their language fluency on Page 1, item number 6, of the application. Individuals considered for bilingual positions must pass a language fluency exam, which is separate from this examination and will be conducted at the hiring interview.
- The Employment History section of the application must include "from" and "to" dates (month/day/year) and hours worked per week. State employees must use their civil service class titles. Total hours worked for intermittent and part-time employment must be identified in the "Total Worked" section. Applications received without this information will be rejected because of incomplete information.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

Note: All applicants must meet the education and/or experience requirements for this examination by the final filing date. Combining the following patterns on a proportional basis is not applicable in the EPR and DIPR exam. In addition, there are no substitutions for the education or the experience requirements.

MINIMUM QUALIFICATIONS

EITHER I

Four years of experience with the Employment Development Department. (Candidates who are within six months of completing the required experience will be admitted to the examination; however, they must meet the required experience before being considered eligible for appointment.)

OR II

One year of experience in the Employment Development Department performing the duties of an Employment Program Assistant, Range B, or an Employment Program Technician.

OR III

Completion of 60 semester units or 90 quarter units of college course work.

And

Two years of public contact experience providing services or information.

OR IV

Equivalent to graduation from college. (Must provide evidence of registration as a senior in a recognized institution to be admitted in the examination, and must secure evidence of graduation or its equivalent before being considered for appointment.)

PROOF OF EDUCATION

Applicants filing under Patterns III or IV maybe required to provide proof that they meet the educational requirement(s) at the time of hire by providing a copy of their diploma and/or transcripts from an accredited institution. If an applicant is not able to provide proof of education from an accredited institution at the time of hire, their name may be removed from the eligible list(s).

Note: Documents submitted become the property of the EDD. Do not submit original diplomas/transcripts with the exam application.

ELIGIBLE LIST INFORMATION

An open eligible list will be established for the EDD. Eligibility expires 24 months after it is established unless the needs of the service or conditions of the list warrant a change in this period. Names of candidates will be merged onto the list in order of the final score, regardless of date. Candidates may only be tested once during any testing period. The testing period for these classifications is every 18 months. Individuals may **not** compete in the current examination if they have applied within the last 18 months from the current final filing date. "Competing in examination is defined as appearing for the written test".

DISABLED VETERANS OUTREACH PROGRAM (DVOP)

Some positions for the class of EPR are funded specifically to perform specialist duties for the DVOP. Due to federal hiring criteria, EDD is required to hire DVOP Specialists in the following order: 1) Category I – disabled veteran, 2) Category II - veteran.

Applicants who meet the criteria for DVOP positions will be required to self-certify their veteran status when they appear for the written exam. Proof of eligibility will be required at the time of hire (i.e., United States Department of Veterans Affairs [U.S. DVA] Disability Rating Award, and/or U.S. DVA Civil Service Preference Letter, and/or a form DD-214).

DO NOT SUBMIT ANY VETERAN PAPERWORK WITH THE EXAM APPLICATION.

VETERANS PREFERENCE CREDITS

Veterans preference credits will be added to the final score of all competitors who are successful in the exam and who qualify for, and have requested these credits. (See page 6, General Information, for further details.)

CAREER CREDITS

This is an open examination. Applications will not be accepted on a promotional basis. Career Credits do not apply.

**EXAMINATION
INFORMATION**

WRITTEN TEST – WEIGHTED 100%

This examination will consist of a written test weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained.

REQUESTS TO RESCHEDULE THE WRITTEN TEST WILL NOT BE ALLOWED IN THIS EXAMINATION.

CANDIDATES WHO DO NOT APPEAR ON THE DATE AND TIME FOR THEIR SCHEDULED WRITTEN TEST WILL BE DISQUALIFIED FROM THE EXAM.

**SCOPE OF THE
EXAMINATION**

ABILITY TO:

1. Interpret and accurately apply written laws, rules, regulations, policies and procedures.
 2. Gather and analyze data and reason logically.
 3. Analyze situations accurately and take effective action.
 4. Communicate effectively in English, both in person and by telephone.
 5. Prepare clear and concise written reports and/or oral presentations.
 6. Provide and maintain cooperative relations and courteous customer service with those contacted in the course of work.
 7. Gain the confidence of employers, job seekers, claimants, medical providers, and community organizations.
 8. Relate to members of all ethnic and racial groups and be sensitive to community issues and needs.
 9. Exercise sound judgment, independence and initiative in carrying out multiple responsibilities, within a team environment.
 10. Secure, evaluate, analyze and record facts through an interview process and/or from written documents.
 11. Comprehend and effectively execute the operation of automated systems utilizing keyboard and personal computer (PC) skills.
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**INQUIRIES ABOUT
THIS EXAMINATION**

All inquiries about these examinations should be directed to the Exam Hotline at (916) 654-6869.

GENERAL INFORMATION

THE EMPLOYMENT DEVELOPMENT DEPARTMENT reserves the right to revise the examination plan to better meet the needs of the service if the circumstances change under which this examination was planned. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

IT IS THE CANDIDATE'S RESPONSIBILITY to contact the EDD, Human Resource Services Division, and (916) 654-6869 six weeks after the commenced testing date if he/she has not received a Receipt of Application notice.

PERSONS WITH DISABILITIES: If you have a disability and wish to participate in one of our testing services, programs, or activities, and require a specific accommodation, please check the appropriate response on Page 1 of the "Examination Application." You will be contacted to make specific arrangements. If necessary, candidates may use the California Relay Service access numbers (from TTY: **1-800-735-2929** or from voice telephone: 1-800-735-2922).

EXAMINATION AND/OR EMPLOYMENT APPLICATION, STD.678 (REV 12/2001) are available at local offices of the EDD, at the State Personnel Board, and on the Internet at <http://www.spb.ca.gov/jobsgen/formsrd.cfm>.

If you meet the requirements stated on this bulletin you may take this examination, which is competitive. Possession of the entrance requirement(s) does not ensure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the other candidates who take this test, and all candidates who pass will be ranked according to their scores.

EXAMINATION LOCATIONS: When a written test is part of the examination, it will be given in such places in California as the number of candidate's warrant. Ordinarily, written tests are scheduled Los Angeles, Sacramento, San Diego, and the San Francisco Bay Area. However, locations of test locations may be limited or extended as conditions warrant.

GENERAL QUALIFICATIONS: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment and ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class.

IF A CANDIDATE'S NOTICE of testing fails to reach him/her prior to the day of the test due to a verified postal error, he/she will be rescheduled upon written request.

ELIGIBLE LISTS: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open eligible list. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin. In the case of continuous testing examinations, names are merged into the appropriate eligible lists in order of final test scores regardless of the date of the test and the resulting eligible lists will be used only to fill vacancies in the area shown on the bulletin.

VETERANS PREFERENCE: California law allows granting of veterans preference credits to entrance level examinations in both Open and Open, Nonpromotional exams. Credit is granted as follows: In Open exams; 15 points for disabled veterans; and 10 points for other veterans, widows or widowers of veterans, and spouses of 100% disabled veterans. In Open, Nonpromotional exams; 10 points for disabled veterans, five (5) points for other veterans. If you receive veterans preference credit in an Open, Nonpromotional examination, you cannot also receive career credits. Directions to apply for veteran's preference credit are on the Veterans Preference Application (Form 1093) which is available from Department of Veterans Affairs, P.O. Box 942895, Sacramento, CA 94285-0001, and on the Internet at <http://www.spb.ca.gov/jobsgen/formsrd.cfm>.

HIGH SCHOOL EQUIVALENCE: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college-level work 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

EMPLOYMENT DEVELOPMENT DEPARTMENT
Human Resource Services Division, MIC 54
P.O. Box 826880
Sacramento, CA 94280-0001
Telephone Exam Hotline: (916) 654-6869
Web site: www.edd.ca.gov

California Relay Service for Hearing Impaired:
From TDD Phone: (800) 735-2929
From Voice Phone: (800) 735-2922